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Jack Carr

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TO: John J. Love

FROM: John R. Carr

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COMMENTS:

CONFIDENTIAL

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John J. Love
Director
Art Group 3600
U.S. Patent & Trademark Office

Re: Application No: 09.628,569
Applicant: Jeff Haber
Title: "Directing Internet Traffic and Tracking Revenues
Generated as Result Thereof"

Dear Mr. Love,

For the past few weeks I have consistently telephoned your office and made the very simple request that an independent Quality Assurance Specialist be assigned to the above referenced matter. For whatever reason, my continued requests appear to have fallen upon deaf ears and have been largely ignored.

Please be advised that on April 20, 2004, I attempted to conduct a telephone interview with Examiner Andrew Rudy and his Supervisor John Worschevsky in order to resolve our disputes. During the interview, it became readily apparent that both Mr. Rudy and his supervisor were incapable of handling this case in a professional and courteous manner. Rather, they resorted to personal and unprofessional attacks designed solely to irritate and annoy. Neither was able to answer my questions in a clear and professional manner and each was incapable of addressing the claim language in a clear and concise manner. Moreover, it became readily apparent that neither was interested in addressing the claims fully and fairly. On numerous occasions I was cut off by Mr. Rudy and his supervisor, I was continually interrupted and obstinantly ignored. In fact, Mr. Worschevsky went so far as to actually hang up the phone on me in mid-sentence without allowing me to continue or address all of the claim elements.

Letter to Director John Love
April 20, 2004
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It is clear that based upon the history between myself and these two parties, they are unwilling and/or unable to handle themselves in a professional manner and apply a fair, objective and unbiased eye to these proceedings.

Immediately following my phone conversation with these two parties, I telephoned your office to once again request that an unbiased, objective, third party quality assurance specialist be appointed in this matter. By the close of the business day, I had still not heard from your office. Therefore, I am writing this letter to formally ask that an objective and unbiased independent third party be appointed to take over this application. As I indicated over the phone, the applicant is willing to pay a new filing fee in order to start over fresh with a new examiner assigned to this case. However, the applicant does not want to deal with Mr. Rudy or his supervisor, as they have demonstrated themselves to be incapable of handling this matter in an unbiased, professional and courteous manner.

Please advise my office immediately if this is possible. If not, we have every intention of filing an appeal and thereafter pursuing any and all legal and equitable remedies available to the applicant.

Sincerely,



John Carr